



WIOA Service Updates FAQs Updated 4/10/2023

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Overview

This document contains a list of questions and responses related to the roll-out of updated WIOA services in February and March 2023. The questions and responses were compiled from webinars, Career Connect service open office hour sessions, and a DCEO Q&A document published on Illinois workNet.

The questions and responses are organized by category. Use the Table of Contents links (above) to go directly to a category.

All materials related to the service updates, including the updated Service Matrix, webinar presentations, and webinar recordings are available on the Help Desk at:

<https://workforceboard.zendesk.com/hc/en-us/articles/360050548012>

Submit additional questions through the Help Desk (helpdesk@chicookworks.org or <https://workforceboard.zendesk.com/hc/en-us>).

All Customer Groups (Adult, Dislocated Worker & Youth)

General Questions

Q. Will The Partnership provide training on how to enter these new activities and services with examples on what needs to be included in the case notes?

A. The Partnership has updated the following procedures to incorporate the service changes. We hope that these updates will answer most of your questions, but if not, please contact your Program Coordinator for additional assistance.

Procedure	Help Desk Link
Services Matrix & Resources	https://workforceboard.zendesk.com/hc/en-us/articles/360050548012
Career Coaching: Customer Flow Webinar Series	Updated note about Youth service flow. https://workforceboard.zendesk.com/hc/en-us/articles/360060897212
Career Exploration	https://workforceboard.zendesk.com/hc/en-us/articles/360057850792
Objective Assessment Summary (OAS)	https://workforceboard.zendesk.com/hc/en-us/articles/360045946171
Individual Employment Plan (IEP) / Individual Service Strategy (ISS)	https://workforceboard.zendesk.com/hc/en-us/articles/360046803691
Case Note Guide	https://workforceboard.zendesk.com/hc/en-us/articles/360058453731
Measurable Skills Gain	https://workforceboard.zendesk.com/hc/en-us/articles/360003921472
Credential	https://workforceboard.zendesk.com/hc/en-us/articles/14599332864909
Closure/Exit	https://workforceboard.zendesk.com/hc/en-us/articles/360001375152
Report Guide	https://workforceboard.zendesk.com/hc/en-us/articles/6503046470541

Q. Does the PowerPoint for each of the Services webinars capture ALL details so that it can be used in place of the Matrix?

A. No. The presentations do NOT capture all the information in the Matrix. Additionally, the Matrix will be updated from time to time to incorporate additional DOL or DCEO guidance.

The Service Matrix should be your primary source of information for all the available Adult, Dislocated Worker, and Youth services.

Q. Will the new Service Matrix allow for the co-enrollment of youth titles with adult titles?

A. Yes, participants 18 to 24 years of age may be served by the WIOA Youth or Adult programs (or both) if they meet the respective program eligibility requirements and if the enrolling agency has both Youth and Adult funding. When selecting appropriate services, utilize the respective Services Matrix tab to report the service(s) under the appropriate customer group / funding stream.

Q. What date should be used to sign the WIOA Application?

A. The WIOA Application signatures should be the date that WIOA Eligibility was certified.

Planned Gap/Holding

Q. If a customer's training is cancelled due to low enrollment leaving them unable to enroll in a new class, is it appropriate to document a "planned gap/holding" activity so the customer can remain a participant and re-enroll in another training program?

A. Yes, this is an appropriate reason to record a planned gap. Career Planners need to document the reason for the planned gap, in this case, the institution canceled the class; and document that the participant is enrolled in the next class available. Documentation must include the date that the participant is expected to resume training. The planned gap cannot last longer than 180 days.

Q. Would incarceration (given we can document it occurred between 90 and 180 days) warrant a planned gap/holding service?

A: No. Planned Gap/Holding should not be documented a participant who is incarcerated in a correctional institution or who has become a resident of an institution or facility providing 24-hour support. They should be exited if they are not receiving services due to the incarceration.

The "exit reason" should be institutionalized/incarcerated. This is an exclusionary (neutral) exit reason, and the participant will not be reported in performance.

Q. Will an open Planned Gap/Holding service keep a participant off the 120-day exit list (Days Since Last Active Service report) and prevent the system from locking the closure screen at the 120-day mark?

A. No. Although a Planned Gap/Holding service can be open for up to 180 days, it does not extend the 90-day exit window and will not keep participants as being over 90 days without an active service on the Days Since Last Active Service report.

Staff should run an Online Characteristics report or a Services List report to identify their participants who are on hold and compare that to the Days Since Last Active Service report. See the report guide for instructions on how to run these reports:

<https://workforceboard.zendesk.com/hc/en-us/articles/6503046470541>.

Once the Hold service is closed and a new service is opened, the participant's days since last active service will update.

If the participant does not return by the end of the planned hold and it has been more than 120 days since the last active service, the participant must be exited using the 120-Day exit process. Please review our updated Closure/Exit procedure which includes instructions for 120-Day Exits: <https://workforceboard.zendesk.com/hc/en-us/articles/360001375152>.

Training/Education Services

Q. When should an education/training service be closed if the training ended two months ago, and we are just getting confirmation of the training end date. The date training ended or date on which we got confirmation?

A. The end date for the training program service should be the actual date the participant completed or withdrew from the training program. In general, end dates should reflect the last date a participant received the service/program element.

Q. A client is in a registered nursing training program and does not complete the training but earns their CNA certifications. Is this client's training considered "successful" since they earned a training-related certification?

A. No. Since the client did not complete all elements of the training program, a completion status of "unsuccessful" should be documented with the end date of the last day the client attended training.

However, since they attained their CNA certifications, those should be documented to count as a positive for the Credential attainment performance measure.

Q. Do we leave a Work-Based Learning or Training service open if service extends over multiple program years?

A. Yes. The work-based learning or training service must remain open until the successful or unsuccessful completion of the service.

Q. Should a “Training Paid by Non-WIOA Title I Funds” service be recorded when MAP or PELL grants are paying for tuition?

A. No, this activity should only be recorded in specific circumstances as a mechanism to indicate when a WIOA participant is co-enrolled in another program and is being provided a training service that is funded by a partner program and is also receiving WIOA Title IB-funded individualized career services (Adults/Dislocated Workers) or Youth Element services (Youth). If the participant is only enrolled in WIOA Title IB services, or the training program is paid by funding sources other than a partner program, this should not be selected.

Note: “Training Paid by Non-WIOA Title I Funds” does not extend the 90-day exit period and does not put participants in any WIOA performance measures.

Q. A participant is paying for training on their own and the training program is not on the Eligible Training Program List (ETPL). We can log Vocational Exploration every 90 days. Can "Training Paid by Non-WIOA Title I Funds" be opened and supportive services and incentives paid in support of the training?

A. No. Supportive Services and Incentives must be tied directly to a WIOA or partner-funded services:

- The “Training Paid by Non-WIOA Title I Funds” may be added to track that the participant is enrolled in training, but they are paying for it themselves.
- Note: Recording the non-reported activity “Training Paid by Non-WIOA Title I Funds” does not necessarily justify the provision of Title I Supportive Services. It also does not extend exit or put the participant in any WIOA performance measures.
- Regardless of programs adding this activity, the provision of Supportive Services should only be allowed based on Federal, State, and Local policy.
- DCEO will be releasing an updated policy regarding Supportive Services to provide further explanation and guidance.

Q. When would staff use the ICAPS service (304-WIOA Title IB Funded Adult Education w/Training for Adult/DW or 406-Integrated Education and Training (IET)/ICAPS for Youth)?

A: We don’t expect that agencies will be using these services. DCEO provided additional guidance on the ICAPS model on the 3/21/2023 webinar-WIOA Service Matrix TA Session: What are Bridges and ICAPS. The webinar recording and materials can be found at <https://www.illinoisworknet.com/WIOA/Resources/Pages/Archived-Training.aspx>.

If, after reviewing the webinar, you believe you have a situation that meets the criteria for this service, please reach out to your Regional Manager or Program Coordinator **before** entering this service to confirm.

Support Services

Q. The new Support Service-Legal Aid definition specifies that “WIOA cannot pay for associated fines”. Please clarify what “associated fines” includes. For example, if tickets need to be paid to reinstate a driver’s license can WIOA funds be used for that?

A: Tickets are the fines associated with the violation, therefore WIOA funds cannot be used to pay for tickets.

If you are unsure whether or not WIOA funds can pay for a specific Legal Aid support service, please contact your Regional Manager or Program Coordinator **before** paying for the service.

Q. Should a Supportive service be recorded if the funds used to pay for the service are not WIOA Title IB funds?

A. No. Support services should only be recorded as services if they are funded by WIOA Title IB funds. If support services are provided by partners using other funding sources, that should be noted in the case notes.

Q. Does referring a Client to a Legal Aid clinic to assist with record expungement count as “495-Support Service: Legal Aid” service?

A. As noted above, support service should only be recorded when the service is funded with WIOA Title IB funds. A referral to a legal aid clinic would not count as a WIOA-funded support service. In this case staff should case note the referral, especially if expungement is an objective in the ISS/IEP.

Q. Would welding tools required to participate in training be reported as Supportive Services – Tools/Equipment or Supportive Services – Other?

A. SS – Tools/Equipment should be used for tools and other equipment that are made available to enable participation in a WIOA-funded career or training services, or to assist in attaining or retaining a job gained through WIOA participation.

SS – Other Supportive Services should be used for those expenses outlined in this program element or other reasonable expenses not otherwise reported under another Supportive Service.

Q. How should staff document a Support Service that needs to be provided prior to the start date of the service it is supporting? For example, what if there is a need to provide uniforms prior to their training start date?

A. The need for the support service must be documented in the IEP or ISS. The support service should be entered based on the date it was provided, and case notes should reflect the need to provide the service before the training start date.

Note: Youth **cannot receive** any support services until they receive at least one Youth Element service because they are not enrolled in WIOA until they receive at least one Youth Element. Adult and Dislocated Workers cannot have any support services dated after the end date of the last active service (service that extends the 90-day exit window.)

Exit & Follow-up Services

Q. Can a participant be exited with a positive outcome (entered unsubsidized employment) if they only attained a part-time job?

A. Yes, a participant may be exited as “entered unsubsidized employment” with a part-time job if the job start date is prior to the exit date (end date of the last active service) or in the same calendar quarter as the exit date.

WIOA Performance success or failure is not determined by the “exit reason” Successful outcomes in the “Employment” measures can only be determined after the date of exit/exit quarter.

For the employment rate measures in the 2nd and 4th quarter after exit, a participant will count as positive if they have documented employment/wages, regardless of the number of days/hours worked within the reporting quarter.

Note: Employment in the 2nd Quarter will count in the Median Earnings measure so it’s possible that part-time wages will lower the median.

Q. When should a participant be exited?

A. Participants must be exited when there have been no services provided to the participant in 90 days, there is no gap in services, and there is no plan for future services.

Q. How does a Career Planner know when to transition a client from traditional WIOA enrolling Services into WIOA Follow-Up Services?

A. A client would transition from traditional WIOA enrollment services into WIOA Follow-Up services based on the Individual Employment Plan (IEP) or Individual Service Strategy (ISS). When the overall goal and the objectives laid out in the client’s IEP/ISS have been met, and no other services are planned/needed (other than Follow-Up), a client would transition from enrolling services into Follow-Up services. After opening the service of WIOA Follow-Up, all two-way communication between the client and the Career Planner staff is recorded via case notes or in the quarterly follow-up.

Note: Once the one year of Follow-Up Services has been completed, career planners should ensure they close the open Follow-Up service.

Q. How should we handle Follow-Up when the customer is not responding to inform staff if they are interested in Follow-Up and we do not know if they are working? Would we still enroll in Follow-Up Services?

A. Career Planners should exit the individual to “Cannot Locate” because they are not communicating with you in any way. Case notes must be entered describing all the different ways and times attempts to reach the client were made. This will explain why there isn't an agreement for Follow-Up Services.

Adult & Dislocated Worker Services

Q. Where would “resume help” fall within the matrix of services for Adults and Dislocated Workers? Meaning, someone wants their resume reviewed so they can apply for jobs?

A. For an Adult or Dislocated Worker participant, one-on-one resume writing assistance is considered an activity under the 211-Job Search Activities and Assistance individualized career service or 214-Out-of-Area Job Search/Relocation Assistance if the participant is interested in seeking employment outside of the local workforce innovation area in which they reside and are receiving services. If this activity occurs in a group setting, it would be considered under 201-Group Workforce Research/Workshops/Job Clubs individualized career service.

Q. Can “soft-skills” also be provided with 220-Short-Term Prevocational (Job-Readiness) services?

A. YES. If it is determined the participant needs such services and they are being provided along with other traditional “Short-Term Prevocational Services” (Job-Readiness) listed in the definition.

Short-term prevocational services may include the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training.

Youth Activities & Services

Required, Non-Enrolling Youth Activities

Q. What are the new, required Non-Enrolling Youth activities?

A: The new non-enrolling Youth activities are:
468-Youth Comprehensive & Specialized Assessment
469-Development of Integrated Service Strategy (ISS)
470-Career Planning (Case Management)

They must be provided and entered in Career Connect in the order listed above before the Youth can receive any enrolling Youth Element services.

Q. Are the 3 pre-enrollment activities all Same Day Services?

A: Yes, all 3 pre-enrollment activities (468-Comprehensive Assessment, 469-ISS, and 470-Career Planning) are same day services. They must be opened and closed on the same day and must have a case note.

Q. What is happening to the 404-Career Planning (Case Management) and the 413-ISS service codes?

A: Effective 3/10/2023, the 404-Career Planning service will be replaced with the 470-Career Planning activity and the 413-ISS service will be replaced with the 469-ISS activity. The new 470 and 469 activities do not trigger program enrollment and do not extend the 90-day exit window.

Q. If the 404-Career Planning service was entered as the last service prior to 3/10, will that service extend the 90-day exit window?

A: Yes, any 404-Career Planning and 413-ISS services added prior to 3/10 will extend the exit window by 90 days from the service date.

Q. What is the main difference between services and activities; they seem almost the same?

A: The difference between activities and services is that activities do not enroll the participant in WIOA and do not extend the 90-day exit window. Services correspond to the 14 Youth Elements. They trigger WIOA participation and extend the 90-day exit window.

Q. What is the purpose of entering the 3 non-enrolling activities if there is a possibility the Youth may never receive a Youth Element service?

A: These pre-enrollment activities are required to determine if the Youth needs an element and should be enrolled in WIOA. Completing these activities provides information for staff to assess suitability for the program and provides a mutually agreed upon road map for the client to attain their education and employment goals.

Q. Where do we enter the three non-enrolling activities in Career Connect?

A. The non-enrolling activities should be added as regular service activities in Career Connect. They just have different rules than the enrolling services.

Q. If I want to register a youth with a 3/9 registration date, but I did not enter the registration until after 3/10, do the new Youth service rules apply?

A: As of 3/10 the Career Connect system rules will change and you will be required to enter the 3 non-enrolling activities for any new Youth, even if the eligibility date was prior to 3/10.

Q. What is the purpose of the new 470-Career Planning activity if it does not extend exit? What service should we use in its place?

A: Career Planning is the act of connecting youth to appropriate services and is not a program element. The Career Planning activity should be used as a documentation mechanism to enter case notes and document interactions during or in between program element services.

Q. How soon after providing the non-enrolling services can we enroll the customer in WIOA?

A. You may enroll a Youth as soon as all pre-enrollment activities have been completed. The first enrolling Youth Element can be provided on the same day as the last non-enrolling activity.

Youth must have at least one enrolling (Youth Element) service within 45-days of the WIOA eligibility date.

Q. What if a Youth is not scheduled to start their first youth element, like Alternative School/Dropout Recovery, (or other education or training) until more than 45 days after WIOA eligibility?

A. At least one Youth Element must be provided within 45 days of WIOA eligibility. Agencies should review the matrix to document another Youth Element that occurred before the planned start date of the education or training element (within 45 days of certification).

In the alternative school example, programs must provide a Vocational Exploration element, that includes activities such as determining prerequisites, choosing an education path, and training. In this case, it would be completing HS/GED.

Q. What will the Youth's participation date be once the changes go into effect on 3/10?

A: In Career Connect, the Participation Date will be set based on the date of the 468-Comprehensive Assessment activity. However, for performance purposes, the Youth will not be enrolled until they receive the first Youth Element service, which will be indicated in Career Connect by a check mark in the Program Entry (PE) column of the service summary screen.

The first Youth Element must occur after the 3 non-enrolling activities are provided, but within 45 days of the Youth Date.

In IWDS, the state WIOA system of record, the participant will stay in "Applicant" status until they receive the first Youth Element service and the start date of the first Youth Element service will set the IWDS Registration Date.

See screenshots below for more details.

WIOA #3220 (Source ID: 10010155) - Complete

LWDB: 07 - Chicago Cook Workforce Partnership
 Application Date: 12/01/2022
 Participation Date: 12/02/2022
 Closure Date: N/A
 Exit Date: N/A
 10 - Arlington Heights Workforce Center (8100)
 Open/Total Activities: 1 / 4

Service does not trigger Program Entry.

Participation Date is set to 468 service start date.

PE	EE	Status	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
Triggers Program Entry		C	468 - Youth Comprehensive and Specialized Assessments (Same Day Service) Business And Career Services Inc.	W	Youth	N/A	12/02/2022	12/02/2022	12/02/2022 Successful Completion

Application Summary

[Youth Dropout](#)

LWA: 07 - Chicago Cook Workforce Partnersh

Statutory Program: WIOA

Certified Titles: 1Y -Out-of-School Youth

Application Status: Applicant

Application Date: 12/01/2022

Registration Date: 12/31/9999

Exit Date:

Career Planner: [Dena Al-Khatib](#)

Service Start Date	Service End Date	Service Provided	Status
12/06/2022	12/06/2022	YOUTH Career Planning (Case Management)	Successful Completion
12/05/2022	12/05/2022	Development of an Individual Service Strategy (ISS)	Successful Completion
12/02/2022	12/02/2022	YOUTH Comprehensive and Specialized Assessments	Successful Completion

PE	EE	Status	Activity / Provider	Action	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	o	408 - Alternative School/Dropout Recovery Services Business And Career Services Inc.	W		12/16/2022	06/30/2023	Close
<input type="checkbox"/>	<input type="checkbox"/>	c	470 - Youth Career Planning/Case Management (Same Day Service) Business And Career Services Inc.	W	Youth	N/A	12/06/2022	12/06/2022 Successful Completion
<input type="checkbox"/>	<input type="checkbox"/>	c	469 - Development of Integrated Service Strategy (ISS)-Same Day Service Business And Career Services Inc.	W	Youth	N/A	12/05/2022	12/05/2022 Successful Completion
<input type="checkbox"/>	<input type="checkbox"/>	c	468 - Youth Comprehensive and Specialized Assessments (Same Day Service)	W	Youth	N/A	12/02/2022	12/02/2022 Successful Completion

The check mark under the PE column indicates the enrollment.

The begin date of the first Youth Element service is the date of WIOA Enrollment.

Application Summary

Youth Dropout

LWA: 07 - Chicago Cook Workforce Partnershi

Statutory Program: WIOA

Certified Titles: 1Y -Out-of-School Youth

Application Status: Registrant

Application Date: 12/01/2022

Registration Date: 12/16/2022

Exit Date:

Career Planner: Dena Al-Khatib

Service Start Date	Service End Date	Service Provided	Status
12/16/2022		Alternative School/Dropout Recovery Services	Open
12/06/2022	12/06/2022	YOUTH Career Planning (Case Management)	Successful Completion
12/05/2022	12/05/2022	Development of an Individual Service Strategy (ISS)	Successful Completion
12/02/2022	12/02/2022	YOUTH Comprehensive and Specialized Assessments	Successful Completion

Q. What does PE stand for on the WIOA Service Activity Summary screen?

A: PE stands for triggers “Program Entry”. As shown in screen shots above, a service that has a checkmark in the PE column is an enrolling service that triggers WIOA program entry if it is the first enrolling service. Services that do not have a check mark do not trigger WIOA program enrollment. The three required Youth non-enrolling activities (468, 469 & 470) **do not** trigger program entry.

Q. Should the date of the 468-Comprehensive & Specialized Assessment activity match the date of the Objective Assessment Summary (OAS) in Career Connect?

A: Yes, the date of the Objective Assessment Summary (OAS) should match the date of the 468-Comprehensive & Specialized Assessment activity. Note that you must add the Activity prior to creating the OAS in order to attach the OAS to the WIOA Application in Career Connect.

Q. Do we use the 468-Comprehensive and Specialized Assessment service to document the CASAS test?

A: You should use the 468-Comprehensive & Specialize Assessment service to document the development of your Objective Assessment Summary, including any ABE or ESL testing. See the updated OAS procedure: <https://workforceboard.zendesk.com/hc/en-us/articles/360045946171>

Q. If the assessment activities take place over two or more days (e.g. testing one day; support service needs assessment on a separate day) do staff need to add service and case note for each day? Or can they just add one service and case note for the date the assessment process was completed?

A: Staff would need to add an activity and update case notes and assessments for **each date** the activity took place. Not just add one activity for the date it was completed.

Q. Under the new rules for Youth, when can the Individual Service Strategy (ISS) plan be created on the Plan tab in Career Connect?

A: The Individual Service Strategy (ISS) plan can be created and attached to the WIOA application after you provide and enter the new 468-Comprehensive and Specialized Assessment activity as the first non-enrolling activity . You must enter the new 469-ISS non-enrolling activity with the same date as the ISS Plan.

Q. If a Youth's ISS needs to be updated, what service do we use after 3/10?

A: Use the new 469-ISS activity to document updates to the ISS plan in accordance with the IEP/ISS procedure. Remember that this activity does not extend the 90-day exit window. Please see the updated IEP/ISS procedure for more information:

<https://workforceboard.zendesk.com/hc/en-us/articles/360046803691>.

Youth Service Matrix Corrections

Q: Can you clarify the definition for 445-Other Non-Occupational Skills Training service? The 1st paragraph states, "leads to recognized post-secondary credential". The 2nd paragraph states, "does not result in a credential".

A: The 445-Other Non-Occupational Skills Training service does not put Youth in the Credential measure, but it does put Youth in the Measurable Skill Gains (MSG) measure. The definition and performance measures have been corrected on the Youth Services tab of the Matrix. (Make sure you have the version titled "Youth Services – 3/10/2023 – Corrected" at the top of the Youth Service worksheet.)

Q: How do Registered Apprenticeships apply to WIOA Youth?

A: Please see the correct definition of service 401-PARTNER PROGRAM REQUIRED: Registered Apprenticeship Program (RAP) for specific guidance on placing Youth in Registered Apprenticeships. (Make sure you have the version titled "Youth Services – 3/10/2023 – Corrected" at the top of the Youth Service worksheet.)

Youth Program Element/Service Examples

Q. Does each of the 14 Youth Program Elements have associated services?

A. Yes, each Youth Program Element has one or more associated services. The matrix includes a column indicating which Program Element each service falls under. Additionally, the presentations from the Youth Services Part 1 and Part 2 webinars include definition of each Youth Program Element followed by a list of services associated with the element.

Q. We will not have any documentation to put in the file for some of the Youth elements. Is it ok to just case note?

A. Documentation is not required for every service. However, every service should have an accompanying case note.

Q. Where would “resume help” fall within the matrix of services for Youth? Meaning, someone wants their resume reviewed so they can apply for jobs?

A. For Youth, resume assistance falls under Program Element 13-Services that Provide Labor Market Information. Resume assistance in a group setting would fall under service 437-Group Workforce Research/Workshops/Job Clubs. One-on-One assistance should be recorded under service 431-Vocational Exploration.

Q. Many of our Youth agencies provide Job Readiness services that are not necessarily connected to work-based learning (WBL)/work experience (WEX). What service code should we use for Job Readiness that is not connected to WBL/WEX activities?

A: Use the following services to track Job Readiness based on the context:

- 437-Group Workforce Research / Workshops / Job Clubs (Same Day Service) for group non-WBL/WEX job readiness provided in a group setting.
- 431-Vocational Exploration for non-WBL/WEX job readiness provided one-on-one
- 461-WBL-Employment Skills/Job Readiness Training Youth) for job readiness tied to WBL/WEX activities.

Q. Service 437-Group Workforce Research / Workshops / Job Clubs is a same day service. Why does a curriculum driven job club, with a 14-day schedule of services, need to be opened and closed 14 times?

A. When a group workshop such as job readiness or job clubs is being provided as a multi-day class, staff can open and close a 437 service for the first date of class and include in the case note the expected duration of the class. Once the participant successfully completes or drops out of the workshop, staff can open and close another 437 service and case note the outcome of the class.

Q. Should we use service 412-Comprehensive Guidance and Counseling as a replacement for Career Planning (Case Management) since the new 470-Career Planning activity does not extend the 90-day exit window?

A: Absolutely not. As highlighted in the definition, this service is for counseling such as mental health, substance abuse or violence prevention counseling. It should not be used to document Career Planning activities.

Q: Which Youth Element and service applies to a Youth who is participating in GED activities?

A: GED/high school equivalency activities fall under Youth Element #2-Alternative School/Dropout Recovery Services. The corresponding service is 408-Alternative Secondary School / Dropout Recovery. Please note that this service puts Out-of-School Youth in both the MSG and Credential performance measures.

Q. The definition and rules for Youth Element #3- Paid and Unpaid Work Experience specifies that work experience must include both academic and occupational education components. Please explain what meets the academic component requirement for a youth in paid work experience.

A: An academic component is considered secondary or post-secondary education or training such as classroom training.

Q. Can Youth participate in Work-based Learning (WBL) services while attending an ITA Occupational Skills Training?

A: Yes, it is allowable for Youth to be enrolled in an Occupational Skills Training (ITA) and a WBL in accordance with our local Work Experience policy (<https://workforceboard.zendesk.com/hc/en-us/articles/115001817211>). Enrollment in both elements should be appropriate based on all assessments and ISS.

Example: If a participant's Occupational Skills Training line remains open over the summer because they will start again in the fall, it would be appropriate to enroll in a WEX in the summer as well.

Q. If an Out-of-School Youth is in the Measurable Skills Gain (MSG) performance measure due to being enrolled in an education or training service, but also participants in a Work Based Learning (WBL), can skills gains earned during the WBL be recorded as an MSG and count for meeting the MSG performance measure?

A: Yes. If an out-school-youth is enrolled in a secondary or post-secondary training during participation, they will be counted in the MSG. So, even if their WBL alone was not the training that "triggered" them to be counted in the MSG, a skill gain tied to the WBL should be documented. The skill gain must also be outlined in the ISS prior to the start of the WBL.

Our MSG procedure has been updated to include this:
<https://workforceboard.zendesk.com/hc/en-us/articles/360003921472>

Q. Would a CPR class/certification be an example of when to report a 445-Other Non-occupational Skills Training?

A. YES. When a Youth is in a program teaching transitional skills or participating in CPR or OSHA trainings, for example, they should be enrolled in a Non-Occupational Skills Training service.

Youth enrolled in this element alone will not be counted in the Youth Credential Measure but WILL BE counted in the MSG. Gains related to these trainings must be documented.

Non-Occupational Training programs for youth do not result in a recognized post-secondary credential.

Q. SAT testing and financial aid application is a requirement in the City of Chicago to obtain a high school diploma. Would we still be able to use the 442-Post-Secondary Prep & Transition Activities service? The definition states, “after attaining a high school diploma or its recognized equivalent”?

A. Yes, you may use this service. The reference to “after attaining a high school diploma or its recognized equivalent” in the definition is referring to going into post-secondary after completing high school. The actual preparation activities can occur and be documented while the Youth is still in school.